



CONSULT CONSUMPTION DATA

A CSS Portal Guide


One of the most important benefits of the customer portal is the ability to review your consumption.

If you have a smart electric or water meter that can report usage on an hourly basis then this can be very useful tool to research high usage times and amounts.

**Smart meters are not available in all areas of our service territory.*

Overall navigation

TIPS!

- Don't be afraid to click around on everything. You can't hurt anything in the portal.
- If you see this symbol , hover your cursor over it to get more information
- Primary account holders can see and do more than secondary party's on the account, e.g., consult consumption data
- Monthly usage graphs are by calendar month, but most billing periods are using read dates, e.g., September 10th to October 10th . This could be why there is a discrepancy between what is on your bill versus what the graph displays.

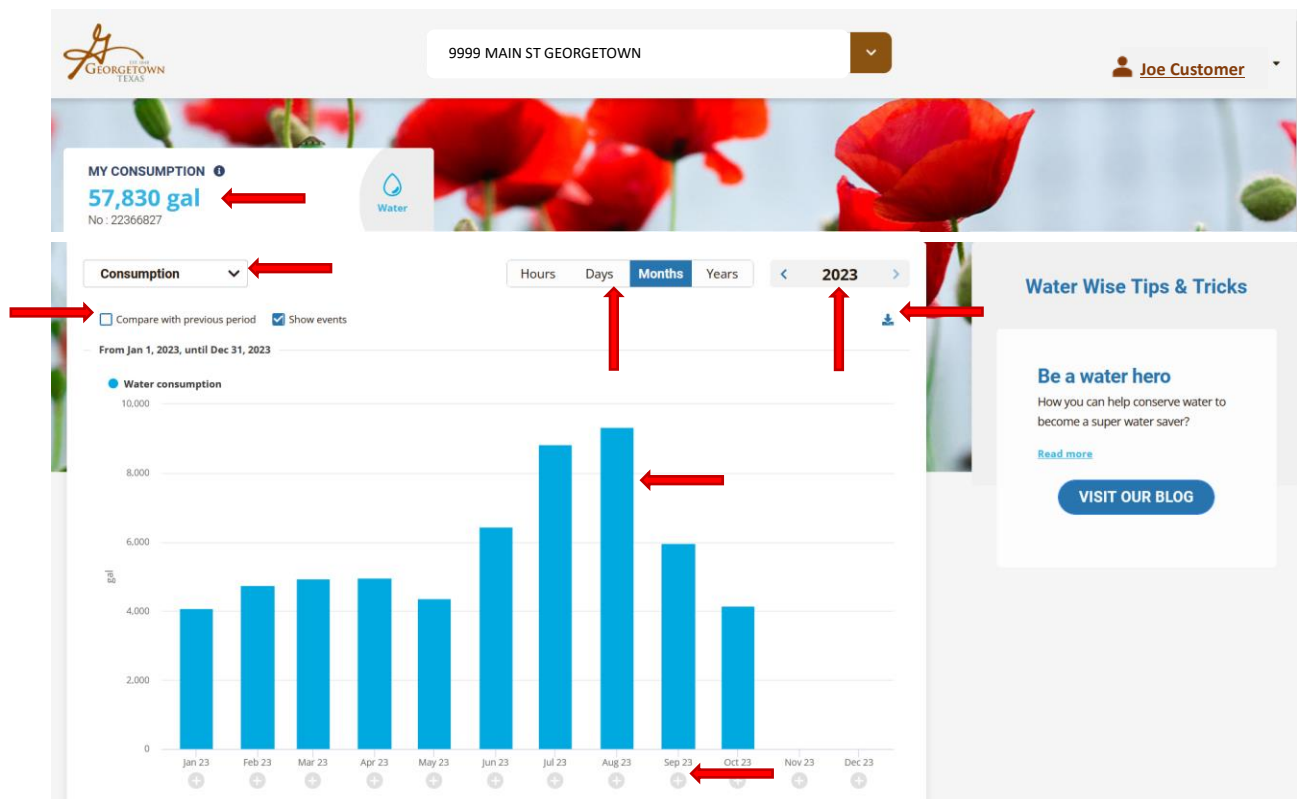
Consulting consumption data

- Scroll down the screen and on the right side you will see **Quick links**
- Click on **Consult consumption data**

Quick links

- [Request move](#) ?
- [Sign up for charity](#)
- [Manage wallet](#) ?
- [Sign up for Pay By Text](#)
- [Consult consumption data](#)

The landing page offers several ways to interact.



Lets look at what each of these options have to offer.

My consumption displays data within the referenced time frame.

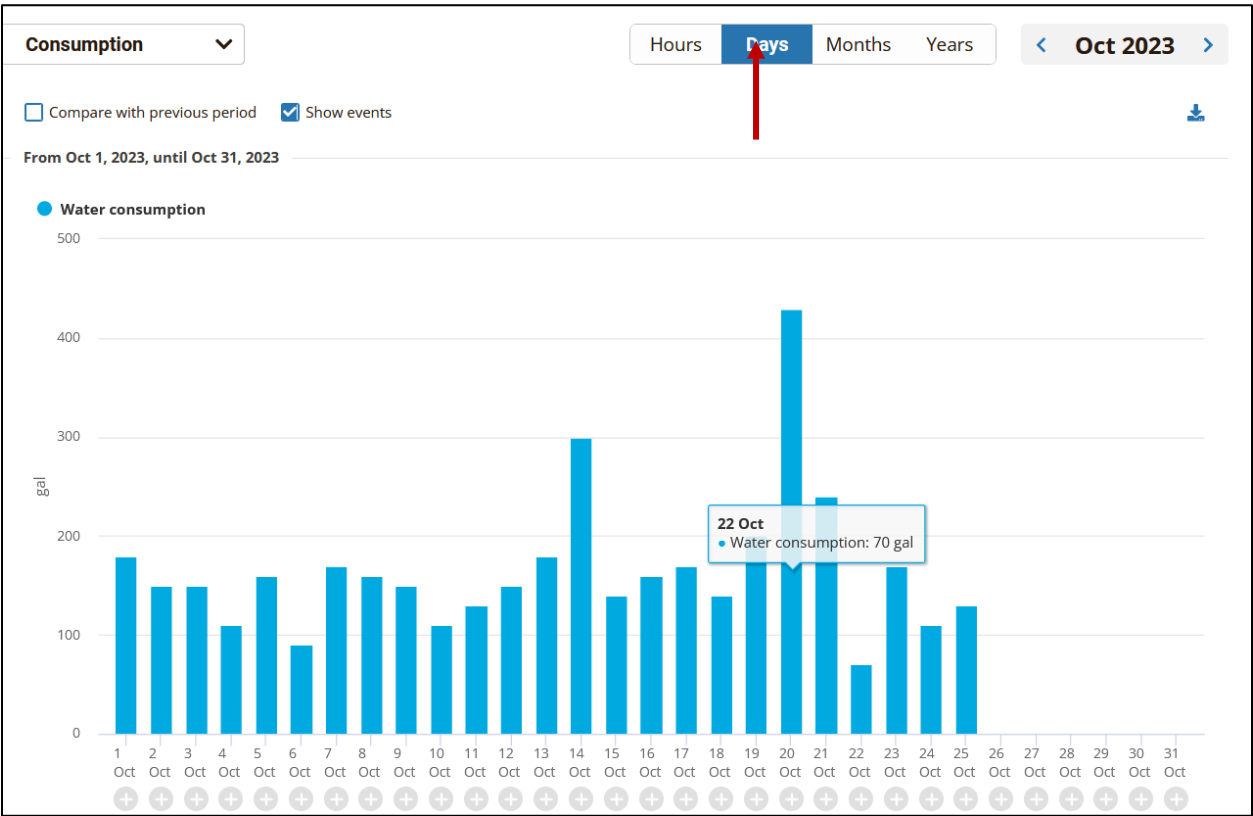
In our example, it is from Jan 1, 2023 until Dec 31, 2023.



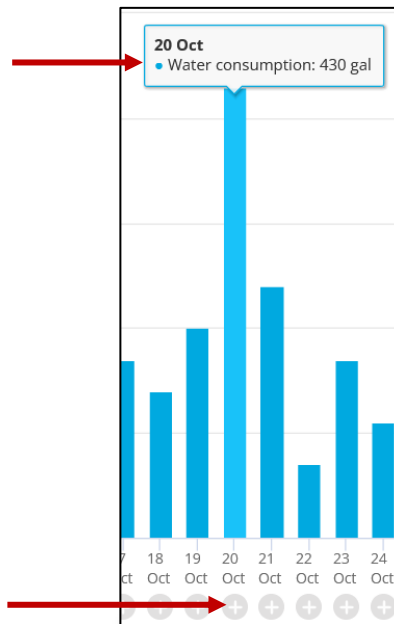
This will change if you click on any of the following options.



By clicking **Days**, the data is adjusted accordingly.



By hovering your cursor over a bar in the chart you will see more detailed information.



By clicking on the **+** symbol, the portal will give you an opportunity to enter an event.

Add event

Keep track of an event that impacts your consumption by logging it here. For example, a leak, a hose left on, major change in the weather, the purchase of a large new appliance, etc.

Name

Leak

Type

Single date

Date

10 / 20 / 2023

Description (optional)

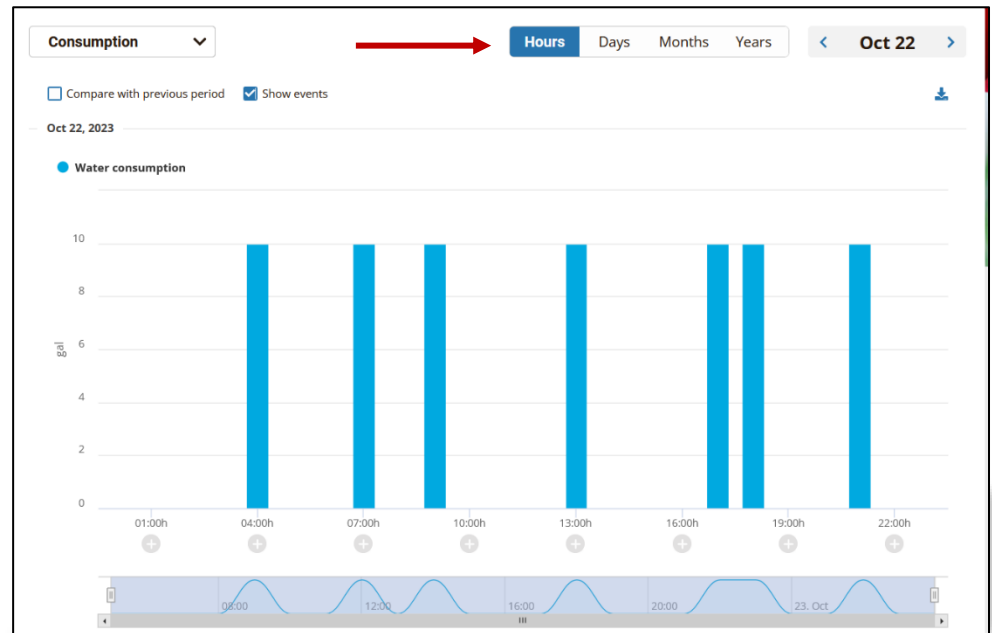
Front yard spigot broke and leaked.

You can compare it with previous months' history.

You can also show events.
An event marks wrong day watering or watering on a Monday.

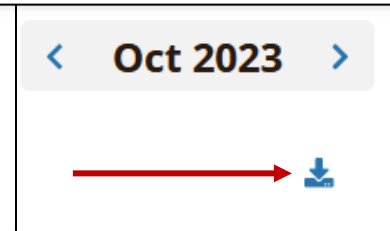
☐ Compare with previous period ☒ Show events

Hours will display hourly data. The timing can vary depending on when reads are received.



You can download data. This data will be in a csv format. (comma separated value)

This file can then be saved as an Excel file for your own purposes.



Visit our blog for more information about Water and Conservation.

Water Wise Tips & Tricks

Be a water hero
How you can help conserve water to become a super water saver?

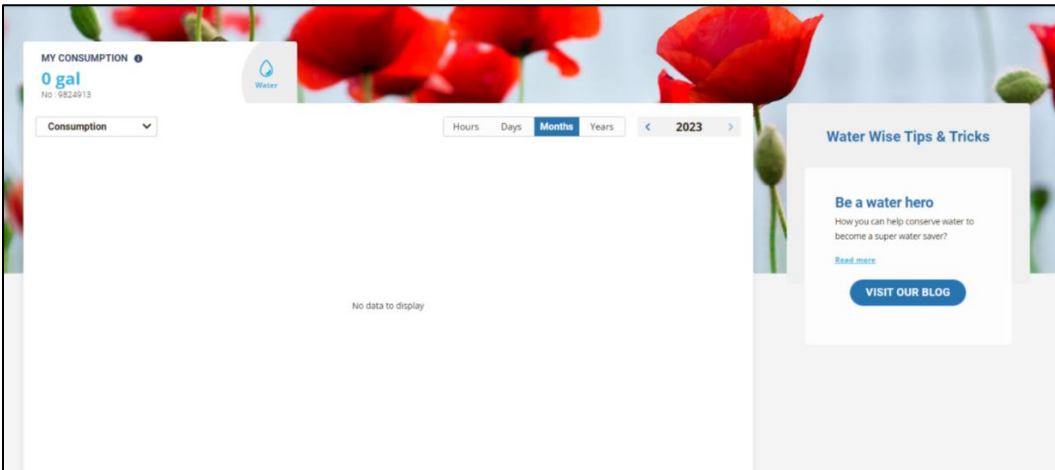
[Read more](#)

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Questions?

“I don’t see any interval data (daily or hourly).”

This may be correct based on the type of meter you have and the area in which you are located.



Currently, access to consumption data within the CSS portal varies due to the use of different metering technologies. Different components of the metering infrastructure collect and transmit data, and your access and visibility are determined by your specific connection point.

A portion of the city's utility system employs Automated Meter Reading (AMR) systems, where meter information is collected by personnel via a mobile scanning device, while other portions are equipped with Advanced Metering Infrastructure (AMI) or smart meters, a seamless automated system for real-time data transmission.

In our commitment to enhancing services, the city is undertaking a multi-year project aimed at replacing all AMR systems with AMI technology. This transition will ensure all customers can benefit from having access to usage data with greater granularity. During this transitional phase, some customers may experience limitations in utilizing the consumption portal until this project is completed. While some customers will not receive daily or hourly usage data, they will retain access to viewing their monthly usage data.

We appreciate your understanding and patience as we work towards providing a more comprehensive service experience. If you have any questions or need assistance, please do not hesitate to contact our dedicated Customer Care Utility Call Center.

“My graph has gaps.”

While reviewing your consumption data within the CSS portal, you may encounter occasional data gaps. It's important to note that such gaps do not necessarily signify a faulty meter; they can result from various factors, including obstructions in data transmission or momentary connection disruptions, akin to a dropped call on a cell phone.

If you continue to experience this issue, we encourage you to reach out to our dedicated Customer Care Utility Call Center for assistance. Your satisfaction remains our priority.